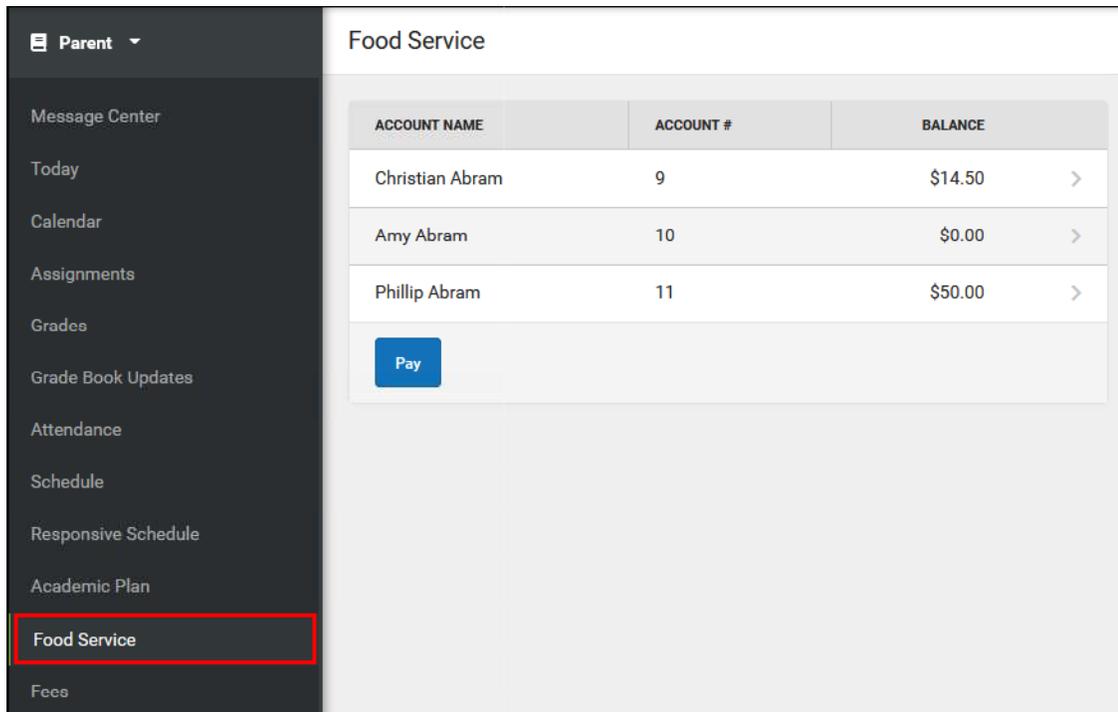


Where do I go to view my child's lunch account balance?

Once you log into the Parent Portal, the Food Service tool is available in the menu on the left. You will see an account for each child in your household.



The screenshot shows the Parent Portal interface. On the left is a dark sidebar menu with the following items: Parent (with a dropdown arrow), Message Center, Today, Calendar, Assignments, Grades, Grade Book Updates, Attendance, Schedule, Responsive Schedule, Academic Plan, Food Service (highlighted with a red box), and Fees. The main content area is titled 'Food Service' and contains a table with three columns: ACCOUNT NAME, ACCOUNT #, and BALANCE. Below the table is a blue 'Pay' button.

ACCOUNT NAME	ACCOUNT #	BALANCE
Christian Abram	9	\$14.50 >
Amy Abram	10	\$0.00 >
Phillip Abram	11	\$50.00 >

Pay

How do I add money to my child's lunch account?

1. Select **Pay**.
2. Enter the amount you want to add in the **Amount** field. If a box is not available for you to enter an amount, your account may not be active and you may need to contact your school.
3. Select **Add to Cart**.

ACCOUNT NAME	ACCOUNT #	BALANCE	AMOUNT
Christian Abram	9	\$15.50	\$10.00 >

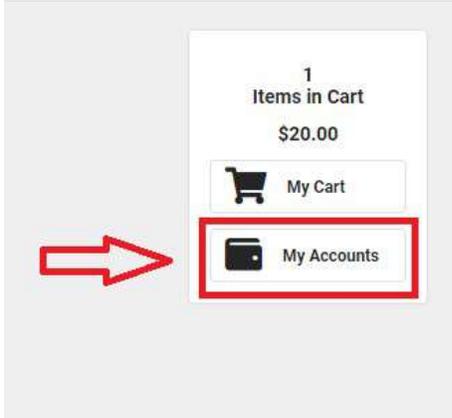
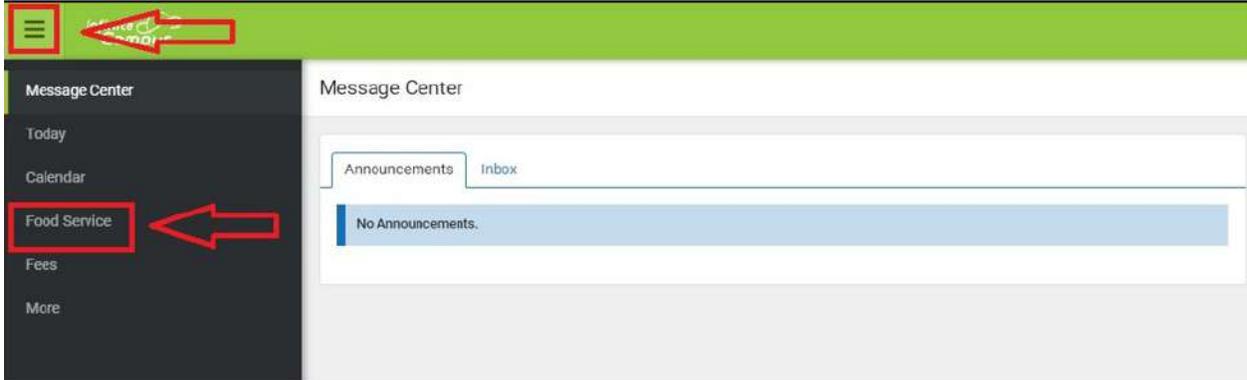
4. Select **My Cart**. The Checkout Screen displays.
5. Add a **Payment Method** or select the **Payment Method** you want to use and enter an **Email Address for Receipt** (*optional*).
6. Select **Submit Payment**.

How do I automatically add money to my child's lunch account?

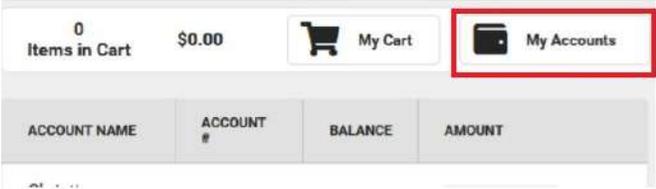
To automatically add money to your child's Food Service account on a monthly basis or when it reaches a low balance, use the **Recurring Payments** tool.

**Please note – recurring payments is not a blanket setting for all accounts. It has to be set up for each child's account individually. Once you are in the recurring payments screen, you can toggle between accounts by clicking on each child's name in the top right corner of the screen.

Click on Food Service then click on My Accounts.

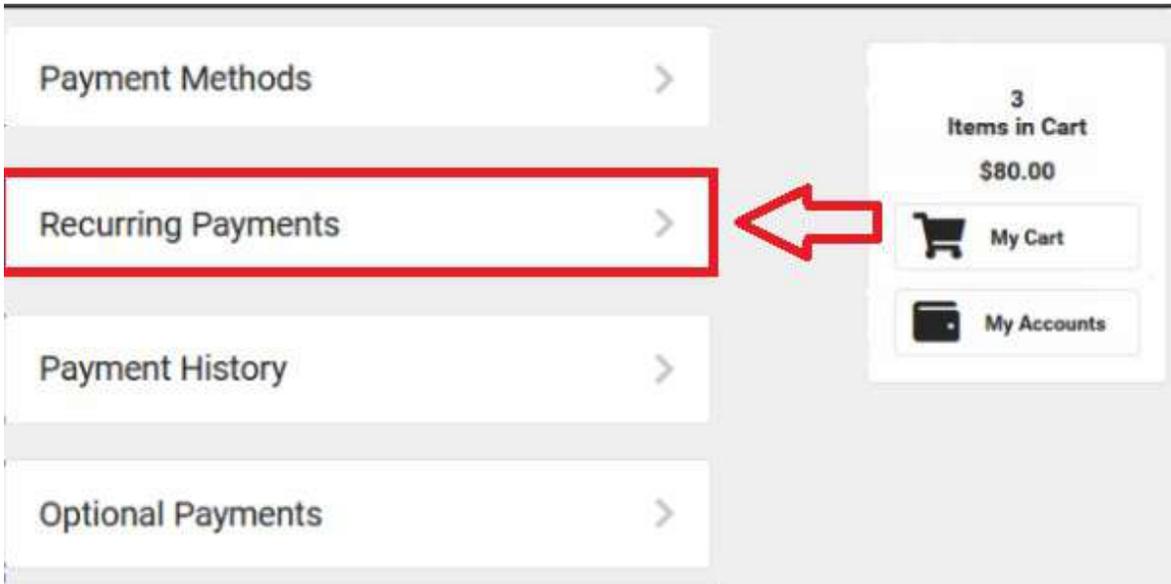


View from computer

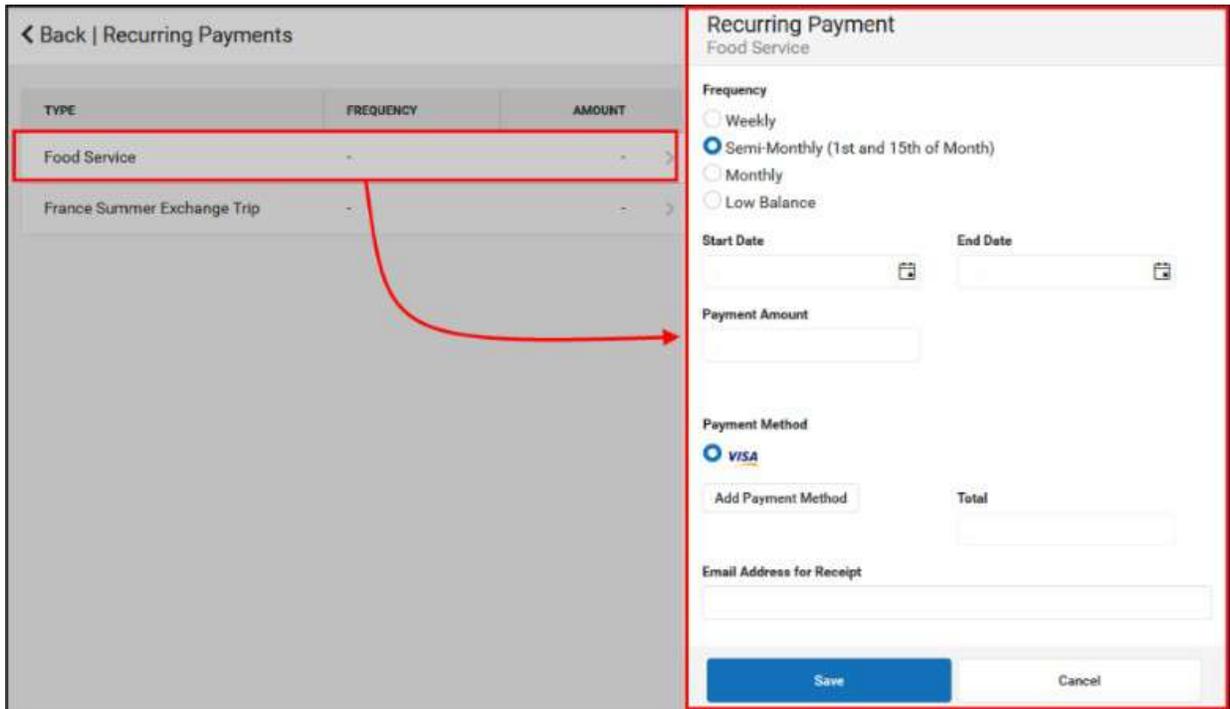


View from Parent Portal App

1. Click **Recurring Payments**.



2. Click **Food Service** and the **Recurring Payment** options will display.



3. Complete the required information on the Recurring Payment section. Required information will have a red asterisk (*) displayed next to the information needed. Click **Save** when the required information has been entered.

Recurring Payment
Food Service

Frequency *

Weekly

Semi-Monthly (1st and 15th of Month)

Monthly

Low Balance

Start Date * 

End Date * 

Payment Amount *

Payment Method *

VISA 

Total

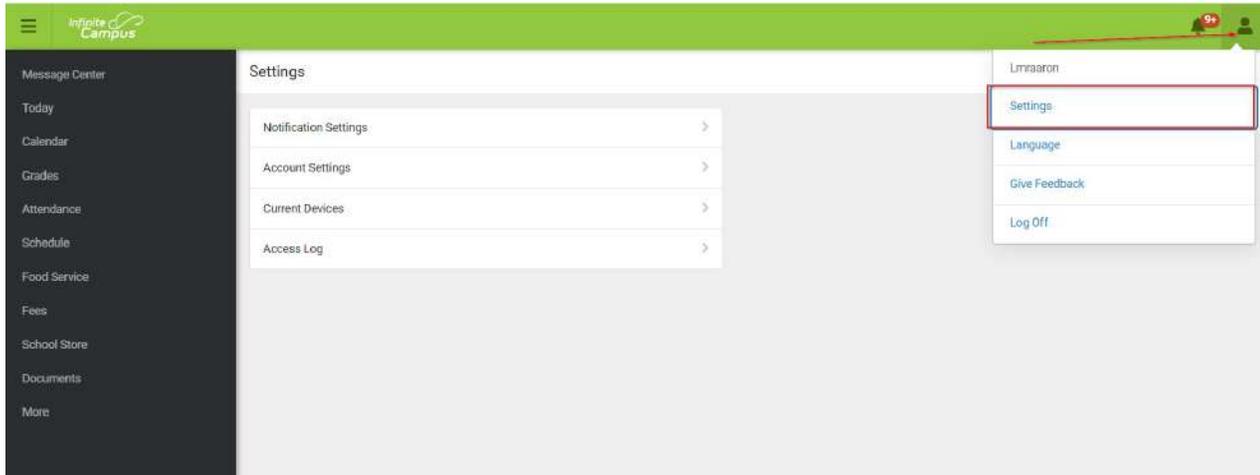
Email Address for Receipt

- Select **Frequency** option:
 - Weekly: This option adds money to the account every 7 days beginning on the Start Date you select. When selecting this frequency, the fields for the *start date*, the *end date*, and the *payment amount* must also be completed.
 - Semi-Monthly: This option adds money to the account on the first and the 15th of the month. When selecting this frequency, the fields for the *start date*, the *end date*, and the *payment amount* must also be completed.
 - Monthly: This option adds money to the account on a monthly basis. The payment will automatically occur on the same day every month beginning on the start date selected during setup. If the recurring payment is on the 31st, the system will adjust the payment to the last day of the month if the month doesn't have 31 days. When selecting this frequency, the fields for the *start date*, the *end date*, and the *payment amount* must also be completed.
 - Low Balance: This option automatically adds money to the account when the account reaches the low balance amount selected during setup. When selecting this frequency, the fields for the *start date*, the *end date*, the designated *low balance amount* and the *payment amount* must also be completed.
- Select the preferred **Payment Method** for the recurring payment. Refer to the guide Food Service Account - Adding a Payment Method if receiving the message *No payment methods available*.
- Enter an **Email Address** to receive receipts when recurring payments are completed.
- Click **Save** to finalize the recurring payment setup.

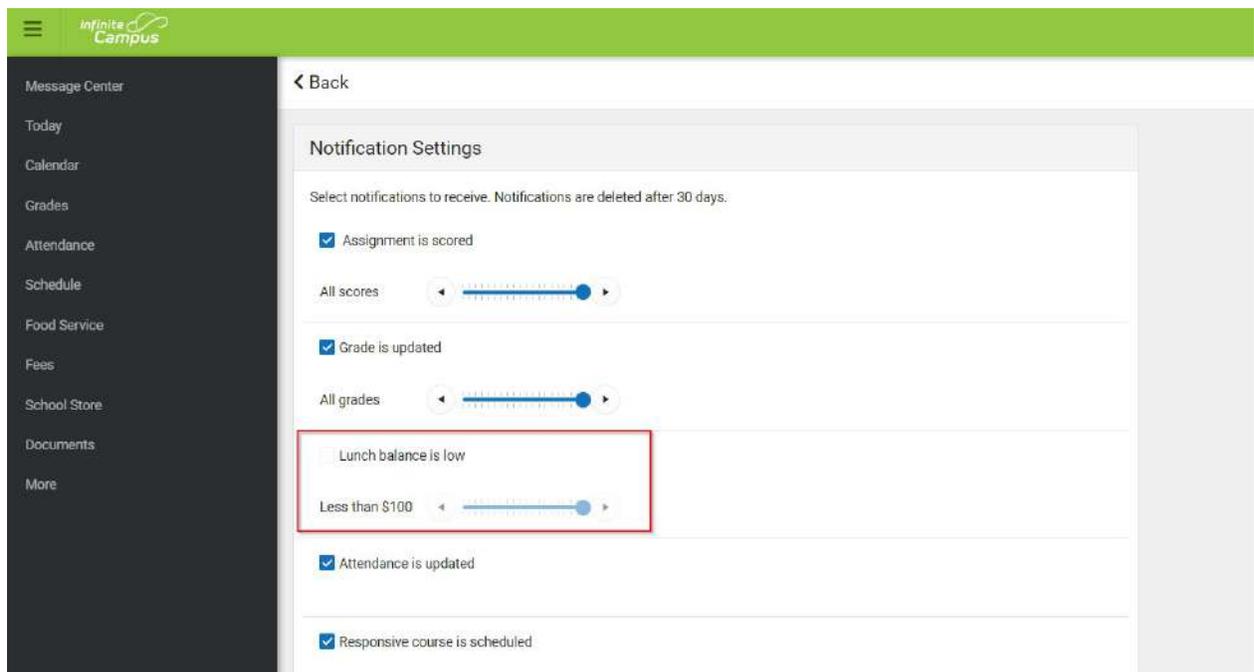
*Recurring payments can be deleted by the user who initially setup the recurring payment.

How do I set up a low balance notification?

- Login to Parent Portal
- Click on Person Profile on top right corner
- Select Settings in dropdown



- Open Notification settings
- Select Lunch Balance
- Drag sliding bar to selected amount for reminders to be sent
- Save



How do I view what my child has purchased?

To see a list of items that your child has purchased, click on their name. A screen displays with all of their account details, including any deposits or adjustments.

Food Service

ACCOUNT NAME	ACCOUNT #	BALANCE
Christian Abram	9	\$13.50

Play

Christian Abram

Time Frame
Last 7 Days

Totals for selected time frame

Current Balance:	\$13.50	Starting Balance:	\$0.00
Money In:	\$21.00	Money Out:	\$6.50

05/13/2019

Deposit	+ \$20.00
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05/15/2019

Student Lunch	\$3.50
Chps	\$1.00
Juice	\$1.00

05/15/2019

Deposit	+ \$1.00
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BALANCE ADJUSTMENT

Print